

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Plans

Memorandum No. 04-85 MAA
Issued: December 6, 2004

From: Douglas Porter, Assistant Secretary
Medical Assistance Administration (MAA)

For further information, call:
1-800-562-6188

Supersedes: 03-97 MAA

Subject: Year 2005 Healthy Options, Basic Health Plus, Primary Care Case Management, and SCHIP Updates

Effective January 1, 2005, managed care clients will see changes to the following programs: Healthy Options (HO), Basic Health Plus (BH+), and State Children's Health Insurance Program (SCHIP).

Healthy Options/State Children's Health Insurance Program

- **County Changes:**

The health plans currently available in 2004 for each county will continue to be available in 2005. See Attachment I for the 2005 contracted health plans and the counties where they are available for each program (HO/SCHIP and BH+).

- ✓ Asotin and Wahkiakum Counties remain fee-for-service (FFS) only. There are no plans participating in these two counties. Clients may go to any provider who accepts MAA's FFS reimbursement rate. Providers must bill MAA directly.
- ✓ Enrollment in a managed care plan is "voluntary" for HO and SCHIP clients in the counties listed below. Clients eligible for the HO or SCHIP program can either enroll in a managed care plan that is accepting new clients in that county or choose FFS.

Clallam	Garfield	Kittitas	Thurston
Columbia	Jefferson	Klickitat	Whitman

- ✓ Counties not listed above are considered "mandatory" for enrollment in a managed care plan. Clients eligible for the HO or SCHIP program in "mandatory" counties must select and enroll in one of the managed care plans available in the county. If these clients do not select a plan, they will be automatically enrolled in a plan chosen by MAA.



Note: Counties designated as "voluntary" or "mandatory" may change during the year. Check the *County* page at <http://maa.dshs.wa.gov/ipndweb> for the latest information.

- **Plan Changes:**

Some plans are accepting clients only in certain areas of a county. HO/SCHIP plans have limits on the number of clients they will accept in each county. Consequently, the availability of plans in an area may change during the year. Please call the plans and/or check <http://maa.dshs.wa.gov/ipndweb> for the latest information on each county.

Basic Health Plus

Regence BlueShield will no longer be available to Basic Health clients in 2005. This means clients in the BH+ and Maternity Benefit programs will need to choose a new health plan. See Attachment I for a complete list of health plans and the counties where BH+ and Maternity Benefit Programs are available.

Primary Care Case Management (PCCM)

There are no changes in the PCCM program at this time. Currently, American Indian/Alaskan Native clients enrolled with PCCMs have “PCCM” listed in the HMO column on their DSHS Medical Identification card. Providers must contact the PCCM prior to providing non-emergent services. The name and telephone number of the PCCM is located in the bottom right-hand corner of the client’s Medical Identification card.

Healthy Options and SCHIP Enrollment Benefit Books

New HO and SCHIP enrollment benefit book is available! The new enrollment benefit book, “Your Medical Book”, is now available. The DSHS publication number is 22-542(X) (Rev 5/04). It includes information about the HO program as well as information about the available managed care health plans for all clients. To order the books, please visit the Department of Printing website at: <http://www.prt.wa.gov> and select *General Store*. Follow prompts to Store Lobby → Search by Agency → Department of Social and Health Services → Medical Assistance Administration → Healthy Options.

How can I obtain MAA's provider issuances?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.

Attachment I – Contracted Managed Care Health Plans List

Attachment II – Map of Healthy Options/SCHIP Service Areas 2005

Attachment III – Map of Basic Health Plus Service Areas 2005

MEDICAL ASSISTANCE ADMINISTRATION
HEALTHY OPTIONS, BASIC HEALTH PLUS, AND STATE CHILDRENS' HEALTH INSURANCE PROGRAM
Contracted Managed Care Health Plans
Effective January 2005

Contact the health plans for billing addresses and authorization information. **Some of the plans only cover partial county areas** and there may be changes during the year—please contact the plan and/or check the Provider Directory web site, Plan by County page at: <http://maa.dshs.wa.gov/ipndweb>

Plan Name	Programs and County Availability	Plan Contact	Customer Service
<p>Asuris Northwest Health Plan Post Office Box 91130 Mail Stop BR325 Seattle, Washington 98111</p> <p>Plan Abbreviation ANH = HO/SCHIP</p>	<p>HO/SCHIP Spokane</p>	<p>Valerie Martinolich (253) 573-3248 FAX: (253) 573-3253 vmartinolich@regence.com</p> <p>Hazel Castillo (206) 573-3035 FAX: (206) 573-3252</p> <p>Pharmacy Contact Carrie Johnson (206) 332-5924 FAX: (206) 287-5865</p>	<p>1-866-240-9560</p>
<p>Columbia United Providers 19120 SE 34th St., Suite 201 Vancouver, WA 98683</p> <p>Plan Abbreviation CUP = HO/SCHIP CUPP = BH+</p>	<p>HO/SCHIP and BH+ Clark, Skamania</p> <p>HO/SCHIP ONLY Klickitat*</p> <p>*partial county</p>	<p>Cindy Orth (360) 449-8867 FAX: (360) 449-8862 corth@cuphealth.com</p> <p>Pharmacy Contact (800) 315-7862 Or (360) 891-1520</p>	<p>1-800-315-7862 or (360) 891-1520</p>
<p>Community Health Plan of Washington 720 Olive Way, Suite 300 Seattle, WA 98101-9619</p> <p>Plan Abbreviation CHPW = HO/SCHIP CHPP = BH+</p>	<p>HO/SCHIP and BH+ Adams, Benton, Chelan, Clark, Cowlitz, Douglas, Ferry, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Okanogan, Pacific*, Pend Oreille, Pierce, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Yakima</p> <p>*partial county</p> <p>BH+ ONLY San Juan, Wahkiakum</p>	<p>Annette English (206) 613-8940 Fax (206) 521-8834 aenglish@chpw.org</p> <p>Customer Service 1-800-440-1561 FAX: (206) 521-8834</p> <p>Pharmacy Contact Express-Scripts 6625 West 78th Street Bloomington, MN 55439 1-800-233-8065</p>	<p>1-800-440-1561</p>

Plan Name	Programs and County Availability	Plan Contact	Customer Service
<p>Group Health 521 Wall Street Seattle, WA 98121</p> <p>Plan Abbreviation GHC = HO/SCHIP GHP = BH+</p>	<p>HO/SCHIP and BH+ King*, Kitsap, Pierce*, Spokane</p> <p>*partial county</p> <p>BH+ ONLY Thurston</p>	<p>Provider Services (206) 988-2000 FAX: (206) 988-2001</p> <p>Pharmacy Contact Doug Beeman (206) 901-4424 FAX: (206) 901-4410 E-mail: beeman.dw@ghc.org</p> <p>Operations Questions David Gurule (206) 448-5823 FAX: (509) 241-7604 E-mail: gurule.d@ghc.org</p> <p>Marketing, Contract Management & Policy Information Bob Moore (206) 448-6110 FAX: (206) 448-4271 E-mail: moore.rt@ghc.org</p>	<p>1-888-901-4636</p>
<p>Kaiser Foundation Health Plan 500 NE Multnomah, Suite 100 Portland, OR 97232-2099</p> <p>Plan Abbreviation KHPP = BH+</p>	<p>BH+ ONLY Clark, Cowlitz</p>	<p>Barbara Hagen Wall (503) 813-4148 FAX: (503) 813-3985</p> <p>Eligibility Questions 1-800-813-2000</p>	<p>1-800-813-2000</p>
<p>Molina Healthcare of WA Inc. PO Box 1469 Bothell, WA 98041</p> <p>21540 30th Dr. SE, Suite 400 Bothell, WA 98021</p> <p>Plan Abbreviation MHC = HO/SCHIP MHCP = BH+</p>	<p>HO/SCHIP and BH+ Adams, Chelan, Clallam, Columbia, Douglas, Ferry, Garfield, Grant, Grays Harbor, Island, King, Kittitas, Lewis, Lincoln, Okanogan, Pacific, Pend Oreille, Pierce, Spokane, Stevens, Walla Walla, Whatcom, Whitman, Yakima</p> <p>HO/SCHIP ONLY Benton, Cowlitz, Franklin, Kitsap, Mason, San Juan, Skagit, Snohomish, Thurston,</p> <p>BH+ ONLY Asotin</p>	<p>Contract Issues Claudia St. Clair 1-800-869-7175 FAX: 425-424-1182</p> <p>Providers, Hospitals, Interested Parties Laurel Lee 1-800-869-7175 FAX: 425-424-1172</p> <p>Pharmacy Contact Shea Wilson 1-800-869-7175 FAX: 1-800-869-7791</p>	<p>1-800-869-7165</p>

Numbered Memo 04-85 MAA
Attachment I

Plan Name	Programs and County Availability	Plan Contact	Customer Service
Regence BlueShield Post Office Box 21267 Seattle, WA 98111-3267 Healthy Options Mail Stop: BR-390 Plan Abbreviation RBS = HO/SCHIP	HO/SCHIP Only Clallam, Grays Harbor, Island, Pacific, Pierce, San Juan, Skagit, Snohomish*, Yakima *partial county	Valerie Martinolich (253) 573-3248 FAX: (253) 573-3253 vmartinolich@regence.com Hazel Castillo (206) 573-3035 FAX: (206) 573-3252 Pharmacy Contact Carrie Johnson (206) 332-5924 FAX: (206) 287-5865	1-800-669-8791